Known Issues in the MTW Supplement System Affecting PHA Users

The issues listed below are affecting how PHA users perform tasks in the MTW Supplement system as of 01/05/2022. When these items are resolved in the system, this list will be updated.

This document is divided into two sections:
- Current Issues – issues that are affecting multiple users and are being investigated
- Resolved Issues – issues that were previously listed under Current Issues but have now been resolved

Important Note! As of September 3, 2021, the link (URL) for the login page for PHA users has changed to https://hud-gateway.force.com/mtwexpansion/s/ - the previous one that included pih-gateway will no longer work. **Users will still use the same user ID and password they have been using to access the system.** Users will need to update the bookmark in their web browser if they created one. The job aids on the MTW Supplement web page have also been updated.

While not system issues, there are a couple of items noted in the "How to Use the System" job aid in the Before You Create the MTW Supplement Online → Notes to Review section that are typographical errors on the OMB approved form and have been corrected in the web-based form.

Current Issues

Issue Description	User Workaround
If a user attempts to reset their password using the "Forgot your password" link, the user will not receive an email to reset their password.	Users should be careful to note the password they have chosen in a secure location. If the user should require a password reset, they will need to contact the REAC TAC at 888-245-4860 or by email at reac_tac@hud.gov and specify they need their MTW Supplement system password reset.
Users are unable to enter a number that contains a decimal (e.g., a response of 22.5) for activities 1.g and 1.h in Section C. Decimals are also not being accepted in the table in Section F. This same issue (entering numbers with decimals) may also affect other numeric fields in the web-based form. This is only an issue if the user tries to enter a value with a decimal into a field.	If the user needs to enter a decimal value, they should ensure that the actual value with the decimal is contained in the narrative (Describe the MTW activity) text box and/or other documentation associated with that activity.
If a PHA selects "Plan to implement in the submission year" for activity 4.c in the Section C screener, it does not show up in the screener in the downloaded PDF file, but the PDF will show the responses the user inputs for activity 4.c.	None – this bug has been documented and reported to the IT team to be resolved in a future release.
The tables in C.17.c have a typo that is also on the OMB approved form and will be corrected in the next revision to the form. The system will be updated soon to reflect that 60% AMI should say 50% AMI, so that the percentages would read 80% of AMI, 50% of AMI, and 30% of AMI.	PHAs should provide a response based on 80% of AMI, 50% of AMI, and 30% of AMI.
In Section J, when the Previous button is clicked, the user receives the confirmation prompt asking if they wish to submit the form.	If the user needs to navigate to a previous section, they should: 1. Click on the Home link in the upper left-hand corner of the page. 2. Click on Open Existing MTW Supplement Forms. 3. Click the link to open the form and navigate to the desired section of the form.

Issue Description	User Workaround
PDF Download: If a user selects an activity in the Section C screener but then subsequently goes back and sets the drop down back to Select or Not Currently Implemented, the activity will still appear in the activity details later in the PDF document.	PHAs should look at the MTW Supplement to the Annual PHA Plan form prior to starting their MTW Supplement in the system. Once they create the form in the system, they should only select the activities for which they will enter information/data. If a PHA notices this issue prior to their public hearing, they can create a new form and ensure they only select those activities that they are going to implement. This will result in a clean version of the form. If that is not feasible, they can follow the instructions below to remove the data, insert a statement stating that the activity is not being implemented, and mark the activities they are not implementing as "Not Currently Implemented" in the Section C screener. In this case, the activities will be listed within Section C of the document but the statement that is inserted in the narrative (Describe the MTW activity) text box for that activity will help clarify that it is not being implemented.

Instructions for removing information for previously selected activities that will not be implemented:

1. If you do not already have the form open, open the existing form you would like to remove an activity from. *If you are unsure how to open an existing form, please reference that section in the "How to Use the System" job aid on the MTW Supplement web page.*
2. In the form, navigate to the activity that your PHA is not going to implement (e.g. activity 1.c). You will need to do two different things on the page(s) for this activity. They are described in the steps below.
3. Delete the information previously entered in the "Describe the MTW activity" text box. Then, enter the text "This activity is not currently going to be implemented. Any information that remains is an artifact of the activity being previously selected for implementation. This display issue will be fixed in a future release."
4. Once you have replaced the text in the "Describe the MTW activity" text box, you will need to remove the previously entered information for the other questions. Use the following information as a guideline.
   - For text, you can select it and delete it using the Delete key on your keyboard.
   - For drop-down lists that only allow one selection, click on the list and change it to the "Select" option at the top.
   - For drop-down lists that allow for multiple selections, click on the link and click on each choice you previously selected so that you no longer see a checkmark on the left side. Once all choices are unchecked, click somewhere outside of the list to close it. It should now say "Select a value".
   - For the question "Does the MTW activity under this waiver apply to all assisted households or only to a subset or subsets of assisted households?", if you selected it applies only to a subset or subsets, you will need to start with the response for the question concerning public housing developments/HCV TBV and PBV properties. Delete any information you put in for specific developments/properties, then change the drop down to the "Select" option. Do this same thing for the questions about family types, then households, and finally the subset or subsets question.
   - If there are custom questions for the activity, you will need to remove the information, using the guidelines above, for those questions as well.
   - If you uploaded a file for an impact analysis or hardship policy that is not applicable to any other activity, you should delete it using the trash can icon. You can also reference the "Deleting an Existing File" section in the job aid mentioned above.

5. Once you have removed all information and entered the text in the "Describe the MTW activity" text box, you should use the Next button to navigate to Section D of the form. At that point you will see a Previous button that you can use to go back to the Section C screener where you select your activities. Click on the Previous button.
6. In the Section C screener, change the drop-down list for the activity you removed the information from to Not Currently Implemented.
   ➢ The next time you generate a PDF file of your form you will still see the activity listed, but the only information you should see will be the text you entered in #3. If other items do remain, you should at a minimum see that text.

Resolved Issues

The issues listed below have been resolved as of the date listed.

Issue Description	User Workaround	Date Resolved
When some users click on the Generate PDF button, they receive an error message that states: "**An unhandled fault has occurred in this flow** An unhandled fault has occurred while processing the flow. Please contact your system administrator for more information.".	Since this issue does not affect all users, if a user receives this error message, please email MTWSupplement@hud.gov and state that you are experiencing this known issue and ask that a copy of the PDF to be sent to you via email.	01/05/2022